

Ways to Involve Consumers and Family Members in the LME

Libby Jones
State CFAC

Leadership Training for CFAC's 2008



Good Morning

Defining *Involvement*:

- ? What does involvement mean to you?
- ? What does it look like?



Benefits of Consumer / Family Involvement

FOR CONSUMERS / FAMILY MEMBERS:

- ✓ Improves services for you or your family
- ✓ Provides opportunity to effect meaningful change
- ✓ Feels good to make a contribution
- ✓ Increases confidence in ability to effect change
- ✓ Provides opportunities to network with other consumers / families
- ✓ Builds knowledge and skills
- ✓ Models community involvement and empowerment for consumers and families

Benefits of Consumer / Family Involvement

Cont:

- ✓ Creates less passive recipients of care and services
- ✓ Makes things better for other consumers and family members
- ✓ Opens doors to employment
- ✓ Creates a sense of belonging
- ✓ Offers a sense of accomplishment
- ✓ Increases sense of personal power
- ✓ Offers leadership role models for other consumers and families

Benefits of Consumer / Family Involvement

FOR SERVICE PROVIDERS:

- Enhances relationships between consumers / families and providers
- Enhances providers ability to do their job (ex: producing healthier consumers / families and children
- Develops provider's knowledge and skills
- Increases responsiveness to consumer / families identified needs
- Provides a reality check for legislators, providers and staff
- Develops fresh perspective on how services should be delivered

Benefits of Consumer / Family Involvement

cont:

- Increases empathy and understanding of consumers and families
- Shares responsibility
- Increases providers' efficiency and cost effectiveness
- Helps providers link with other consumers and families
- Builds an advocacy base
- Strengthens accountability from service providers

Benefits of Consumer / Family Involvement

FOR COMMUNITIES , PROGRAMS or AGENCIES:

- ✓ Improves quality of programs and services
- ✓ Increases responsiveness of programs and policies
- ✓ Keeps programs relevant and realistic
- ✓ Brings fresh perspectives, creative solutions, limitless creativity
- ✓ Increases visibility of and respect for program in community
- ✓ Increases cohesiveness and collaboration between agencies

Benefits of Consumer / Family Involvement

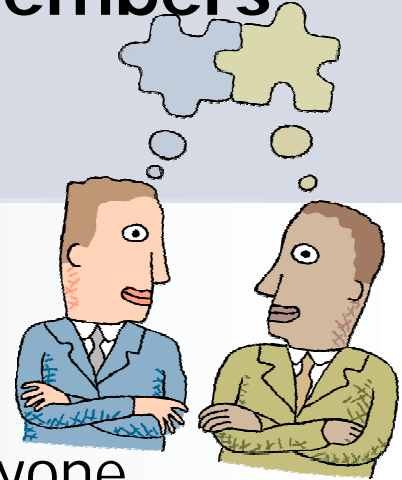
Cont:

- Helps save \$\$\$\$ and reduces waste
- Improves ability to accomplish mission
- Develops a base of people that can advocate for programs / agency
- Increases appreciation of different cultures
- Contributes to the stability of the community

Involves Consumers / Family Members from the beginning:

Think it Through –

- ? Put concerns on the table honestly – everyone
- ? How will active consumer / family participation look?
How will it impact the group or organization?
- ? Is your agency / group ready for the change?
- ? How will practice look, program, money flow?



Involve Consumers / Family Members **From the beginning:**



Make sure expectations are crystal clear –

- ? Anticipate and be proactive about day-to-day obstacles
- ? Think through next steps if/when things don't work as planned
- ? Don't wait until last minute to address concerns

Courtesy of Martha Kaufman

Leadership Training for CFAC's 2008



A bone-deep longing for freedom and self-respect

Within each person lies a bone-deep longing for freedom, self-respect, hope, and the chance to make an important contribution to one's family, community, and the world.

Without healthy outlets for this powerful, natural longing, the desire for freedom turns into lawlessness, and the need for self-respect is expressed in aggression and violence. Without avenues to make important contributions to family, community and the world, hopelessness translates into dependency, depression, violence, substance abuse and other forms of self-abuse. No government program can help families become self-reliant, contributing members of their communities unless it is built on a recognition of the power of this bone-deep longing for freedom, self-respect, hope, and the chance to make an important contribution.

Christian Dean

Empowerment Skills for Family Workers

Leadership Training for CFAC's 2008

Roles for Consumers / Family Members

GOVERNANCE and POLICY

- Member of task force
- Members of advisory boards
- Members of committees hiring new staff
- Member of board of trustees
- Members of committees developing training and curricula

TRAINING & TA

- Developer of training material
- Co-trainer for per-service (University/college classes)
- Trainers / co-trainers for in-service
- Reviewers of audiovisual and written materials
- Presenters at conferences
- Participants at conferences

COMMUNITY MOBILIZATION & ADVOCACY

- Group facilitators
- Witness at hearings
- Fundraisers organizers / participants
- Community advocates

RESEARCH & EVALUATION

- Participants in quality improvement initiatives
- Program evaluators
- Data Collection

PROGRAM & PRACTICE

- Paid program staff
- Mentors or peer support to families
- Family advocates
- Facilitators



Federation of Families for Children's Mental
Health & Family Resource Coalition of America

Calling all leaders!



Get up on the balcony.

“The largest issue that the SCFAC sees looming is the lack of a total partnership between the LME’s, CFACs, providers, and the Division of MH/DD/SAS. It is important that these partnerships be solidified. We all need to stop complaining and take a look at where we are and work from there” .

Carl Britton-Watkins, Chair SCFAC

NC Community News Update, 7/31/07

QUESTIONS?

